

## OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE HEALTH AFFAIRS

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OCT 2.7 2000

MEMORANDUM FOR SURGEON GENERAL OF THE ARMY SURGEON GENERAL OF THE NAVY SURGEON GENERAL OF THE AIR FORCE

SUBJECT: Activation of the Composite Health Care System (CHCS) Managed Care Program Module

This policy memorandum directs all Military Treatment Facilities (MTFs) that have not activated the Managed Care Program (MCP) Module to do so NLT 15 January 2001.

It is imperative that we take all steps necessary for a managed care organization to achieve success. Therefore it is essential that we leverage the use of existing information technology and current information systems to improve our performance. The CHCS MCP module, when built and used properly, provides the robust database and system capabilities that will facilitate our transition to Primary Care Manager (PCM) By Name, make outpatient appointment scheduling easier, and improve access to care for our beneficiaries. In addition, the following advantages for effective managed care business practices are available through the MCP module:

- Automatic verification of eligibility.
- Automatic verification of enrollment status.
- Integration of Appointment Order Processing (AOP) and Consult Tracking.
- Appropriate patient appointing.
- Broader searches for appointments.
- Improved access for the patient via improved appointment search results.
- Appropriate booking for enrollees and non-enrollees.
- Booking clerk requires less familiarity with the clinic environment.

The Appointment Standardization Integrated Program Team (IPT) members, which have been appointed by each Service and Lead Agent, have made the following recommendations for future CHCS enhancements that will improve enrollee access to care, provide a better match of the patient to the provider, and free more appointments for booking:

- Nine standard appointment types.
- Appointments reserved by beneficiary priority.
- More accurate match of a patient to a provider's capabilities, such as patient age appropriate for a provider.

• Release of reserved appointments to booking on a provider defined schedule.

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These recommendations can only be realized by using the MCP. To ensure that this policy is implemented, the Services are required to submit a status report beginning by the fifth business day of the month starting in December 2000 and bi-monthly thereafter, until all MTFs have successfully activated MCP. The format for the status report is in the Attachment. It is hoped that my staff at TMA will be able to provide you this report from a centralized source in the very near future. Once developed, this centralized report will eliminate the requirement for Service reporting and we will adjust guidance for tracking MCP activation and usage at that time. Although the target date for all facilities to fully activate MCP is 15 January 2001, I encourage the earliest possible activation of the module to ensure an easier transition to PCM-By-Name, and upcoming improvements in patient appointing practices.

We recognize that this policy will require a change to most of the existing managed care support contracts. The process to conduct an Independent Government Cost Estimate (IGCE) has been initiated to ensure the appropriate Change Order is accomplished as soon as possible. TRICARE Management Activity is working with the Lead Agents to gather information on the scope and impact of these changes on the contracts. TMA is also working on developing training programs with the Patient Appointment, formally known at the Appointment Standardization IPT and the Lead Agents to ensure a smooth transition to these new business practices and information system changes.

If further MCP technical support and assistance are needed, the respective Service's Military Department CHCS representative should be contacted. The point of contact for this policy is Lieutenant Colonel David J. Corey, (703) 681-1740, e-mail: david.corey@tma.osd.mil.

H. James T. Sears, M.D. Executive Director

William for

Attachment: As stated

cc:

TRICARE Lead Agents

## MCP STATUS REPORT

Date:	Prepared By:	
(5th of September, 5th of November, etc.)	(Preparing Official)	
Service:	Phone:	
(Army, Navy, Air Force)	(DSN/Commercial Phone for Preparing Official	

MTF NAME	FULLY ACTIVAT ED	If No, *Percent Of Clinics Using MCP*	COMPLETION DATE	REMARKS
MTF 1	YES	NA	NA	
MTF 2	YES	NA	NA	
MTF 3	NO	50 %	30 Nov 2000	
MTF 4	NO	85 %	1 Jan 2001	Technical assistance requested for file and table build.
Etc.		<u> </u>		
Etc.				
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<sup>\*</sup> Percent of Clinics Using MCP – Aggregate percentage of those clinics using MCP Module of CHCS to make appointments, check eligibility, track consults in an MTF to include its outlying clinics, dispensaries, Troop Medical Clinics. Example: MTF 3 has 20 total clinics and 10 are using MCP therefore usage is 50 percent.